

## CSHS REGIONAL RESOURCE GUIDE – REGION 2

Ascension - East & West Baton Rouge - East & West Feliciana – Iberville - Pointe Coupee

Organization	Contact information		Services/Information	Eligibility	Physician Referral
<b>Advocacy Center</b> <a href="http://www.advocacyla.org">www.advocacyla.org</a>	Advocacy Center Spanish/ Vietnamese	<b>800-960-7705</b>	No cost legal assistance; Patient/education rights	persons with disabilities and elderly	No
<b>Child Care Assistance Program (CCAP)</b> <a href="http://www.louisianabelieves.com">www.louisianabelieves.com</a>	Toll free	<b>877-453-2721</b>	Child care assistance for children under 13 or under 18 with a disability	Financial criteria; support for low-income families	No
<b>Child Protection Investigation</b> <a href="http://www.dcfs.state.la.us">www.dcfs.state.la.us</a>	State hotline-report*	<b>855-4LA-KIDS</b> <b>855-452-5437</b>	Investigates child abuse and neglect reports - validates claims	Birth – 18 yrs	No
<b>Children's Special Health Services (CSHS)</b> <a href="http://www.dhh.la.gov/cshs">www.dhh.la.gov/cshs</a>	Main	<b>225-242-4890</b>	Regional sub-specialty medical clinics and/or care coordination	Birth – 21 yrs Financial & medical criteria	Yes – MD provides diagnosis on a Rx
<b>Dental Services (MCNA)</b> <a href="http://www.mcna.net/">www.mcna.net/</a>	Main Number	<b>800-494-6262</b>	Dental Services	Medicaid Eligible *MCNA web site for benefit info	No
<b>Education/Developmental Eval</b>  <b>Dept. of Education</b> Exceptional Children School Board System Pupil Appraisal <a href="http://www.doe.state.la.us">www.doe.state.la.us</a>	Ascension East Baton Rouge West Baton Rouge East Feliciana West Feliciana Iberville Pointe Coupee	<b>225-391-7211</b> <b>225-929-8600</b> <b>225-343-8405</b> <b>225-683-5638</b> <b>225-635-3891</b> <b>225-687-4341</b> <b>225-638-8674</b>	Developmental Screening Special Education Preschool; ST, OT, PT	Ages 3 - 21 yrs Developmental Screens 3 – 5 yrs	No
<b>Developmental Disabilities</b>  <b>Office for Citizens with Developmental Disabilities Capital Area Human Services District (CAHSD)*</b> <a href="http://www.cahsd.org">www.cahsd.org</a>  <b>North Lake Resource Center on Developmental Disabilities (Hammond)</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	OCDD  Resource Center	<b>225-925-1910</b>  <b>225-567-1248</b>	Cash subsidy; Early Intervention; Supported Living; Transition, Voc & Rehab service; Waivers; Individual & Family Support; PT;OT;ST, Service Coordination; Nursing, Social Work; Mental Health; DD Technical Assist; DD Training and Education	Developmental Disability criteria Includes persons with Autism, MR, CP (severe), Epilepsy (severe)	No referral  MD signs enrollment form
<b>Early Intervention/Early Steps</b> <a href="http://www.laeikids.com">www.laeikids.com</a>	Early Steps Toll free	<b>225-925-2426</b> <b>866-925-2426</b>	Developmental screening early intervention - ST, OT, PT	Ages Birth - 3 yrs	No
<b>Emergency/Disaster</b>  <b>American Red Cross</b> <a href="http://www.redcross.org/la/new-orleans">www.redcross.org/la/new-orleans</a>  <b>United Way</b> <a href="http://www.unitedwaysela.org">www.unitedwaysela.org</a>  <b>Dept of Family Services</b> <a href="http://www.dcfs.state.la.us">www.dcfs.state.la.us</a>	Am Red Cross (Toll free)  United Way  Family Services	<b>800-229-8191</b>  <b>211</b> <b>504-822-5540</b>  <b>888-LAHELPU</b> <b>888-524-3578</b>	Emergency relief Vietnamese/Spanish Evacuation guides  Community services link  24 hr hot line-SSI WIC, Medicaid, Food Stamps	Need based  Some programs have financial criteria  Financial criteria	No
<b>Food Stamps (SNAP)</b> Supplemental Nutrition Assist <a href="http://www.dcfs.state.la.gov">www.dcfs.state.la.gov</a>	Toll free	<b>888-LAHELPU</b> <b>888-524-3578</b>	Supplemental Nutrition Assistance	Financial Criteria	No
<b>Health Insurance Marketplace</b> <a href="http://www.healthcare.gov">www.healthcare.gov</a> <b>Medicaid/Healthy Louisiana</b> <a href="http://www.bayouhealth.com">www.bayouhealth.com</a> <b>Insurance/Healthy LA Plans</b> <b>Aetna Better Health</b> <b>Amerigroup</b> <b>AmeriHealth Caritas</b> <b>LA HealthCare Connections</b> <b>United HealthCare</b>	Statewide – National Marketplace  Information Line  Aetna Amerigroup AmeriHealth LA HealthCare United HealthCare	<b>800-318-2596</b>  <b>855-229-6848</b>  <b>855-242-0802</b> <b>800-600-4441</b> <b>888-756-0004</b> <b>866-595-8133</b> <b>855-650-6627</b>	Health Insurance plans  Medicaid/Healthy LA (formerly Bayou Health)  Medical, Dental, and behavioral health provider links	Financial Criteria  Medicaid Eligible  Medicaid Eligible	No  No

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<b>Insurance Helpline</b> <b>Healthy Louisiana</b> <b>Special Needs Help-line</b> <a href="mailto:kcscallan@gmail.com">kcscallan@gmail.com</a> (email)	Statewide Help-line * call, text, or email	<b>504-300-5117</b>	Medicaid/Medicaid MCO -Free assistance with complaints/claim denials and service approvals	Child/adult behavioral health medical & child dental claims	No
<b>Mental/Behavioral Health</b>	Child Adult	<b>225-922-0445</b> <b>225-925-1906</b>	Mental Health Services Addictive disorders	Call for eligibility screening	No
<b>Human Service Authority</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	24 hr crisis	<b>800-272-8367*</b>	Crisis counseling	open to anyone*	
<b>Mental Health Crisis</b>					
<b>Children and Adolescent Response Team C.A.R.T.</b>	Daytime After hours*	<b>225-922-0631</b> <b>225-924-3900</b>	Crisis counseling/referral 24 hr/7 days week	Under age 18	No
<b>Human Service Authority</b>	24 hr crisis line	<b>800-272-8367</b>	Crisis counseling	All ages	
<b>Mental Health Support</b>					
<b>Louisiana Federation of Families for Children's Mental Health</b> <a href="http://www.laffcmh.org">www.laffcmh.org</a>	Main Number  Parent Line	<b>225-293-3508</b>  <b>800-224-4010</b>	Information & Referral Education, training and family mentoring for BH issues; Peer to peer mentoring to age 24	Parent, Caregiver & children/youth with emotional, BH/MH issues	No
<b>Parenting Support/Classes</b>					
<b>Family Road of Baton Rouge</b> <a href="http://www.familyroadgbr.org">www.familyroadgbr.org</a>	Family Road	<b>225-201-8888</b>	Services, Classes, Workshops, Support Groups and Counseling	Incentives for participation	No
<b>Peer Support Program</b>	Greater Baton Rouge	<b>866-925-2426</b> <b>225-216-7474</b>	Information & Referral; Education & Training; Peer to peer support	No cost	No
<b>Families Helping Families FHF</b> <a href="http://www.fhfgbr.org">www.fhfgbr.org</a> <b>Bayou Land FHF Information Center</b> <a href="http://www.blfhf.org">www.blfhf.org</a>	Family 2Family Information Center	<b>800-331-5570</b> <b>985-447-4461</b>			
<b>Personal Care Services –</b> <a href="http://www.dhh.la.gov">www.dhh.la.gov</a> (type EPSDT)	Toll free - Info & assistance	<b>877-455-9955</b> <b>Ext. 2</b>	Personal Care Services	Medicaid/dx birth - 21 yrs	Yes - Dx on Rx
<b>Prescription Assistance</b>					
<b>Partnership for Prescription Assist</b> <a href="http://www.pparxla.org">www.pparxla.org</a>	PPA	<b>888-477-2669</b>	Prescription Assistance Low/no cost	Financial criteria	No
<b>CENLA (CMAP)</b>	CENLA	<b>225-267-5447</b> <b>888-443-7494</b>	Prescription Assistance	Financial criteria	
<b>Wal-Mart</b> <a href="http://walmart.com">walmart.com</a> <b>Target</b> <a href="http://target.com">target.com</a> <b>Kmart</b> <a href="http://kmart.com">kmart.com</a>	Local store	<b>Call area store</b>	\$4-5/30 day supply Kmart \$10/90 day	Low cost generic formulary	
<b>Shiners' Hospitals for Children</b> (Shreveport) <a href="http://www.shrinershospitals.org">www.shrinershospitals.org</a>	Main	<b>318-222-5704</b>	Orthopedic conditions; Surgery; Therapy; Equipment	No out of pocket *Must keep MD appointments	Diagnosis from MD
<b>Social Security Disability Income - SSI</b> <a href="http://www.ssa.gov">www.ssa.gov</a>	Toll free	<b>800-772-1213</b>	Income for disabled <b>Reapply</b> if denied	Disability Criteria	Diagnosis from MD
<b>Transportation Medical Appointments</b>	Medicaid Aetna Amerigroup AmeriHealth Caritas LA HealthCare United HealthCare	<b>855-325-7565</b> <b>877-917-4150</b> <b>866-430-1101</b> <b>888-913-0364</b> <b>855-369-3723</b> <b>866-726-1472</b>	Non-emergency medical transport (cab) to/from medical visit- parent/child *Must schedule 2 days before appointment	Medicaid Eligible	No
<b>Vocational Rehab</b>					
<b>Louisiana Rehab Services (LRS)</b> <a href="http://www.laworks.net">www.laworks.net</a>	East Baton Rouge Office	<b>225- 287-7770</b>	Vocational rehab - work support for persons with disabilities	Eligibility assessment	No
<b>WIC-Nutrition Supports</b>					
<b>Women Infants and Children Program</b> (WIC) <a href="http://www.dhh.la.gov">www.dhh.la.gov</a>	Toll free National Healthy Baby Resource Help Line	<b>800-251BABY</b> <b>800-251-2229</b>	Food and formula Nutrition education Breastfeeding support	Financial criteria *Must keep MD appointments	MD signs app & referral